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ABSTRACT

The Dislocated Worker Assistance Center (DWAC) at Joliet Junior College (Illinois) is a comprehensive employment and training program for individuals with established work records who have lost their jobs because of layoff, plant closure, or changes in technology in the workplace. The DWAC was elected to serve as the National Demonstration Center for the Retraining of Dislocated Workers, providing vocational education and services, as well as conducting research to assist other institutions in establishing or improving dislocated worker projects. The primary services offered by the DWAC to employers include providing a pool of qualified job applicants; prescreening job candidates; developing customized training programs; utilizing on-the-job training (OJT) funds to reimburse employers for 50% of the wages paid to OJT participants; and assisting employers in accessing other grant and incentive programs. Services provided to eligible program participants include vocational and job readiness assessment; career counseling; occupational training and retraining; job search and placement assistance; and outreach and coordination with community-based organizations and state agencies. This report presents the DWAC philosophy and organizational structure; reviews the program application steps; describes program services and ancillary programs providing services beyond the scope of the DWAC; and presents eligibility criteria for dislocated workers. A separate report provides brief descriptions of the components of Joliet's Institute of Economic Technology, including the Small Business Development Center, DWAC, Business Assistance and Training Center, Community Assessment Center, Entrepreneurship Services Center, and National Demonstration Center. (PAA)

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JOLIET JUNIOR COLLEGE

DISLOCATED WORKER ASSISTANCE CENTER

INFORMATION PACKET

JOLIET Junior College

A U.S. Department of Education
National Demonstration Center
For The Retraining Of Dislocated Workers

Joliet, Illinois
1991

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I.

NATIONAL DEMONSTRATION CENTER

PROJECT SUMMARY

NATIONAL DEMONSTRATION CENTER

The National Demonstration Center (NDC) for the Retraining of Dislocated Workers is a U.S. Department of Education project designed to demonstrate the application of vocational education to the specific problems of retraining dislocated workers. The goal of the NDC is to improve and expand services to more dislocated workers at the local level while researching and analyzing local initiatives to assist others on the national level in establishing or improving their dislocated worker projects.

Accomplishment of this goal is being achieved by utilizing Joliet Junior College's exemplary Dislocated Worker Assistance Center (DWAC) as a solid base from which to evaluate local initiatives and disseminate information. A special focus of the NDC is to enhance recruitment activities for hard-to-recruit dislocated workers.

The key objectives of the National Demonstration Center are as follows:

(1) utilize the resources of the demonstration grant to research, evaluate, and strengthen our existing dislocated worker center's programs and services as it evolves to meet the changing needs of displaced workers;

(2) initiate a wide array of outreach activities for the purpose of recruiting dislocated workers unaware of or reluctant to take advantage of the retraining options offered;

(3) develop descriptive materials on each of the various components of our dislocated worker program, the retraining of dislocated workers as an economic development tool, and the application of general theories of vocational education to the specific problems of retraining displaced workers as compared to our experience as a successful practitioner;

(4) establish a national advisory committee to provide guidance, direction, and articulation regarding the demonstration and dissemination efforts of the project;

(5) provide consultative services to assist others in adapting/adopting and successfully implementing the methods and techniques utilized by the project;

(6) publicize and disseminate the methods, techniques, activities, findings and materials developed by the project at the local, state, and national level.

Linking this summary of key objectives with an effective operation and evaluation plan enables Joliet Junior College to maintain a comprehensive program designed for component part replication by others. The end result is a model program that concentrates on vocational education as its primary retraining strategy.

The dates for this project are January 1, 1990 to December 31, 1991.

The NDC is a division of the college's Institute of Economic Technology and is located at the Louis Joliet Renaissance Center in downtown Joliet. For additional information, contact:

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II.

DESCRIPTOR

OF THE

JOLIET JUNIOR COLLEGE

DISLOCATED WORKER ASSISTANCE CENTER

DISLOCATED WORKER ASSISTANCE CENTER

The Dislocated Worker Assistance Center (DWAC) is a comprehensive employment and training program for dislocated workers. A dislocated worker is an individual with an established work record who has lost their job through no fault of their own because of layoff, plant closure or changes in technology in the workplace. The goal of the DWAC is to return dislocated workers back to the workforce with the skills necessary for today's jobs.

The DWAC provides a variety of services designed to match an employer's immediate and developing workforce needs with the skills of the dislocated worker.

The primary services to employers include the following:

* Providing employers with a viable pool of qualified job applicants trained or retrained in a variety of occupational areas.
* Prescreening job candidates prior to referral to ensure applicants meet employer job requirements.
* Developing customized classroom training programs prior to actual employment.
* Utilizing on-the-job training monies to reimburse employers 50 percent of the hourly wages paid to OJT participants.
* Assisting employers in accessing other grant and incentive programs.

Any employer can receive assistance in finding the right person to fit their needs. All services of the DWAC are provided free of charge and on a personalized and professional basis. The DWAC screens and refers participants. The employer selects and hires the participants.

The primary services to eligible participants include the following:

* Vocational and job readiness assessment.
* Career counseling and support services assistance.
* Training or retraining in a variety of occupational areas.
* Job search and job placement assistance.
* Outreach and coordination with community based organizations and state agencies.

Dislocated workers seeking additional information or wanting to make application for the program must first attend an informational session. These sessions are held every Monday at 10:00 a.m. in Room 320 at the Renaissance Center.

Our DWAC has been rated as an exemplary center by the U. S. General Accounting Office and has now received a national award from the U. S. Department of Education to serve as a National Demonstration Center for the Retraining of Dislocated Workers. The National League of Cities, National Conference of State Legislatures, and the Illinois Department of Commerce and Community Affairs have also recognized the exemplary status of our DWAC.

The DWAC is a division of the college's Institute of Economic Technology and is located at the Louis Joliet Renaissance Center in downtown Joliet. For additional information contact:

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III.

PHILOSOPHY OF THE

DISLOCATED WORKER ASSISTANCE CENTER

DISLOCATED WORKER ASSISTANCE CENTER PHILOSOPHY

The written goal of the DWAC is to return dislocated workers back to the workforce with the skills necessary for today's jobs. The unwritten goal is to return dislocated workers back to the workforce at comparable jobs and comparable wages.

Although these goals may appear synonymous, they are at times in contradiction with one another. Current sentiment focuses on returning dislocated workers back to the workforce as soon as possible. This usually means that short-term training is the recommended course of action. For the most part, Joliet Junior College's DWAC disagrees with this approach.

The DWAC basic philosophy is that significant intervention generally is required to accomplish both our written and unwritten goals. To return dislocated workers back to the workforce at comparable jobs and comparable wages, and especially for those dislocated workers whose past jobs no longer exist or who were at the higher income level, requires extensive personal and financial counseling, as well as long-term training and vocational education. We were pleased to have this philosophy stated in a General Accounting Office report dated April 1987, to the U.S. Senate on Exemplary Local Projects under the Job Training Partnership Act.

In designing our delivery system, the following philosophies were incorporated into our daily practices.

- We believe that every applicant should be treated with dignity, understanding and empathy.

- We believe in individual personal attention by appointment whenever possible. Since we also believe that dislocated workers have already paid for our services through their tax dollars, they should not be forced to wait in lines.

- We believe in early intervention. The sooner we can begin making workers aware of the services available, the sooner each can bridge the emotional trauma in this experience.

- We believe in encouragement and positive regard as the primary means to inspire workers to see their unemployment as an opportunity for growth and change.

- We believe in developing all possible ancillary support services, including both internal and external partnerships, to assist the worker through the daily challenge of their unemployment.

- We believe that the most efficient way to find a job is through a self-directed search facilitated by active involvement in a support group of job seekers who meet regularly to share leads, refine techniques and to get emotional support.

- We believe that we should assist workers to develop the best possible individual career plans for success, and that we should encourage them to develop long-term retraining plans that will give them the highest degree of security and success possible, including encouraging continuing education even after acquiring another full-time job.

IV.

ORGANIZATIONAL PHILOSOPHY

AND CHART

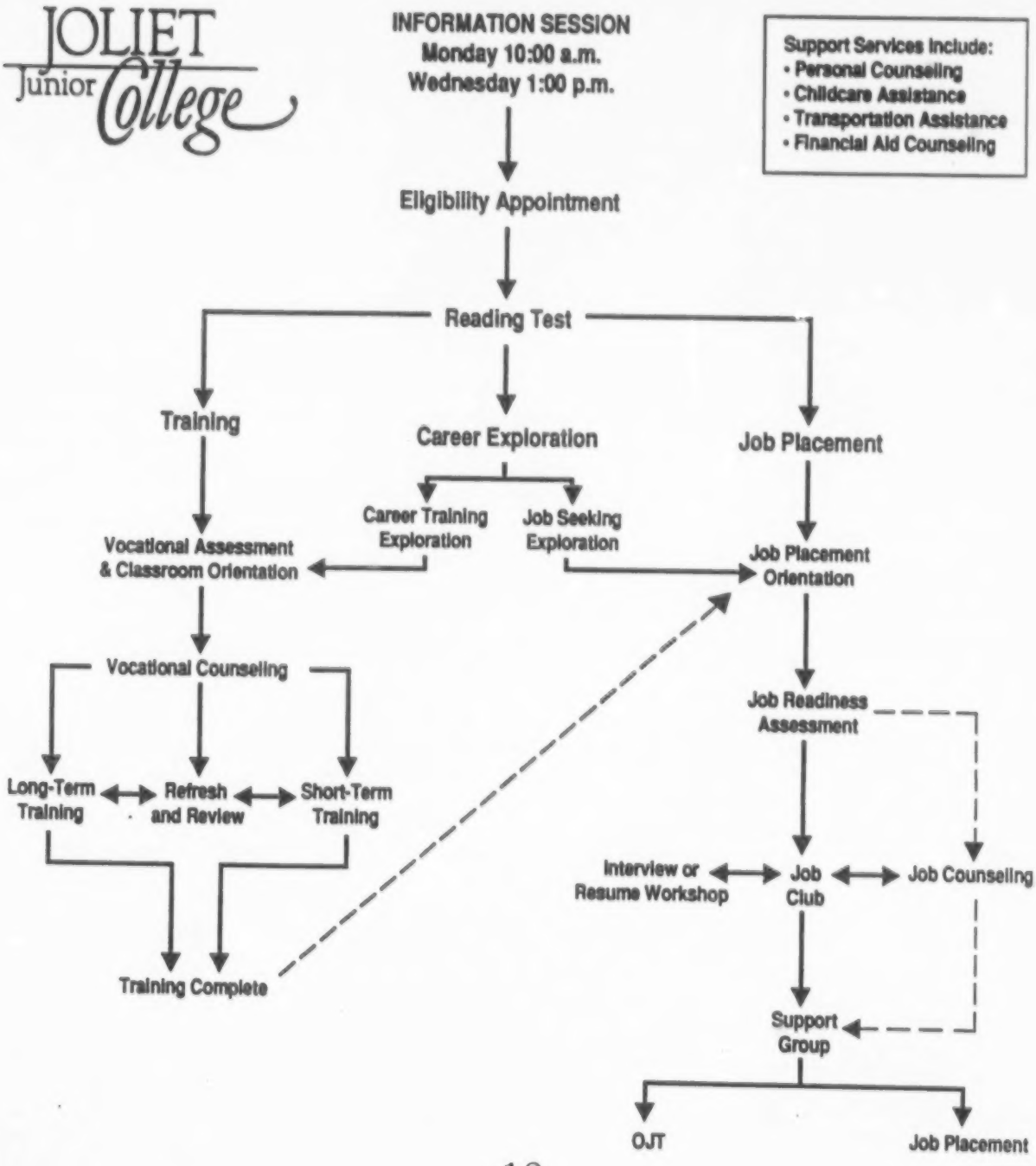
A. ORGANIZATIONAL PHILOSOPHY

The organizational structure of the DWAC has been consciously structured to mirror the mission and philosophy of the agency which places an emphasis on individualized attention. In order to carry out this mission the Center has been divided into major, separate but integrated service components with one Coordinator fully responsible for that area. These component areas, as can be seen by the accompanying IET/DWAC organizational chart, include: Training, Vocational Assessment and Support Services, Job Club, and Job Placement. By identifying each of these components with a specific staff person, each participant knows exactly where he/she is in the DWAC process, as well as whom to go to for individualized assistance or in-depth attention for special needs that may arise.

The overall organizational structure and philosophy is further delineated in participant flow chart 1. Chart 1 provides the administrative overview of how each participant moves from one service to another. Chart 1 clearly denotes that a participant has the option of choosing Training Services or Job Placement Services, as well as the flexibility to move from one track to another should the need arise. Additionally, individualized Support Services are noted as being available early on during the program.

JOB TRAINING AND PLACEMENT ASSISTANCE

PARTICIPANT FLOW CHART



V.

PROGRAM SERVICES

A. SERVICES PHILOSOPHY

The unique design of the Center allows all DWAC staff to focus a maximum amount of energy into servicing the special needs of the individual affected by economic dislocation. To assure that these needs are addressed, each DWAC service, other than designated group sessions, is provided on an individual appointment basis. The group sessions of Information, Orientation and Testing are consistently provided on specific pre-determined days at specific hours as noted in any DWAC literature provided to applicants/participants. In this manner participants become familiar with the predictability of DWAC services and comfortable with the knowledge that when he/she arrives, they will be seen within a matter of minutes. Thus, by the elimination of waiting lines and waiting rooms, the DWAC fosters a sense of caring which nurtures the self-esteem of each program participant.

The current DWAC staff have accumulated over 25 years of professional service to the dislocated workers of our district/county. These years of experience have assisted us in the understanding of the emotional factors involved with any job loss and how this relates to our participants in their decision-making process. The well-known steps of denial, anger, bargaining, limited acceptance and action-orientated acceptance are understood and recognized by the DWAC staff. We realize that each individual moves through these steps at a different rate and cannot be "pushed" to fit program needs. Likewise, participants are given needed information to aid in their decision making in a variety of ways (i.e. verbal, written). It is understood that this is a confusing time for the dislocated worker and he/she may need additional time to assimilate quantities of information. Although seemingly redundant, major participant goals and guidelines are repeated often and through various mediums.

B1. SYNOPSIS OF AVAILABLE SERVICES

REQUIRED APPLICANT SERVICES

Definition of: Required applicant services are those initial services which each applicant must participate in prior to DWAC enrollment. These services are mandated under the Job Training Partnership Act, the Illinois Department of Commerce and Community Affairs and Joliet Junior College. The required applicant services include an Orientation/Information Session and Eligibility Session.

ORIENTATION/INFORMATION SESSION: This session is the first step in the intake process for the DWAC. The dual purpose of this session is to provide a general overview of the Center, its staff and services as well as the eligibility requirements for acceptance into the program. Each applicant is given a checklist which categorizes all of the required documentation necessary to determine eligibility. The applicants are asked to obtain one item from each of the specific categories in order to expedite the documentation/verification portion of the eligibility process. This session is open to the public and no appointment is required.

ELIGIBILITY SESSION: This session is the second step in the intake process. The purpose of this session is to initially document and certify eligibility. The Intake Worker will assist any applicant who is unable to be determined eligible due to the unavailability of documentation. Verbal or written confirmation of the applicant's status, obtained by the Intake Worker, are acceptable forms of eligibility documentation. A second review of this documentation occurs within 30 days. All applicants are informed as to their eligibility status. This session is conducted in private on an individual appointment basis. Illinois Department of Employment Securities (IDES) works in cooperation with the DWAC regarding applicant information and referral. IDES provides an excellent source of information when attempting to confirm an applicant's registration and past or present employment status. Approximately one-third of all applicants who attend the orientation/information sessions are referred to DWAC by IDES workers.

B2. SYNOPSIS OF AVAILABLE SERVICES

CAREER DECISION SERVICES

Definition of: Career Decision Services are exploratory services offered as an option to those DWAC eligible applicants who request assistance in determining a training/retraining or employment goal. The optional Career Decision Services include Career Exploration (Decision Zone), Career Training Exploration and Job Seeking Exploration.

CAREER EXPLORATION (DECISION ZONE): This service is designed for those individuals who are not sure if they want Training or Job Placement services. Through the utilization of sophisticated computer software and personal interviews, the participant is aided in making an appropriate service choice.

CAREER TRAINING EXPLORATION: This service is designed for those individuals who do not know which training program and goal he/she would like to pursue. Through the use of appropriate software, personal interviews and a review of available long and short-term training opportunities, this session provides individuals the direction and assistance needed in making an appropriate career choice.

JOB SEEKING EXPLORATION: This service is designed for those individuals who are not sure which of their present skills are transferrable to a new industry or occupational field. Through the use of personal interviews, computer software programs and a review of appropriate industries and/or occupations, the participant is aided in choosing an appropriate employment goal.

B3. SYNOPSIS OF AVAILABLE SERVICES

JOB PLACEMENT SERVICES

Definition of: Job Placement Services are those services designed to teach participants those skills and job search techniques which will enable them to become employable despite changing economic cycles. These services include: Job Readiness Assessment, Interview or Resume Workshop, Job Club, Job Counseling Support Group, On-The-Job Training and Job Placement Assistance.

JOB READINESS ASSESSMENT: This individual service is required for all participants prior to any other placement service. This service is designed to analyze a participant's present job-seeking abilities and skills.

INTERVIEW OR RESUME WORKSHOP: This optional service is designed to assist participants seeking full or part-time employment with the how-to of interviewing, resume writing and the quality completion of job application forms.

JOB CLUB: This group service is designed as a structured two-week activity for participants who need in-depth assistance on developing excellent job-seeking skills and who would benefit from the group support of other job seekers. Individuals participate in mock employment video interviews, develop a professional resume, learn how to cold contact prospective employers, how to interpret newspaper ads and how to market their job skills.

JOB COUNSELING: This individual service is designed to assist participants in becoming aware of their interests, skills, temperament, values, life styles, goals, priorities, decision making abilities and talents.

SUPPORT GROUP: This group service is designed to provide additional assistance to all participants who have attended the Interview, Resume or Job Club sessions, and are now in intensive job search. Activities include sharing job leads from an array of sources including the Job Service, Joliet Junior College, the Federal Government and other placement resources.

ON-THE-JOB TRAINING: This service is designed to provide individuals who have participated in the Resume, Interview or Job Club sessions with on-site training at the employers facility. OJT's are set up by the DWAC Placement Coordinator in cooperation with the employing facility.

JOB PLACEMENT ASSISTANCE: This service is designed for those participants who have participated in the Interview, Resume or Job Club sessions or the Support Group. Job Placement assistance may include a review of the Job Service, as well as referrals to employer job openings.

B4. SYNOPSIS OF AVAILABLE SERVICES

TRAINING SERVICES

Definition of: Training services are those services designed to provide participants with the educational and vocational skills necessary for reentry into today's job market. The Training Services include: Vocational Assessment and Classroom Training Orientation, Vocational Counseling and Training.

VOCATIONAL ASSESSMENT AND CLASSROOM TRAINING ORIENTATION: These required back-to-back group sessions are designed to aid each participant in the vocational selection and direction of career and work goals. Vocational assessment covers the areas of a participants work and training interests, work values, basic skill levels and abilities. This assessment is designed to screen participants into DWAC approved training programs at those educational levels that will enhace the likelihood of their success. Training Orientation, which occurs directly after the assessment, is designed to provide a forum for the explanation and discussion of the JJC process of "going back to school." Information on how to use the college catalogue, differences/similarities in certificate programs, what constitutes a degree program, what are pre-requisites, add/drop procedures and the DWAC role are reviewed in detail. These two sessions are structured in a way that presents session contents in a non-threatening and supportive manner. DWAC support service staff provide additional information regarding other DWAC or local agency services.

VOCATIONAL COUNSELING: This individual service is designed to provide participants with a review of the vocational assessment results, to assist participants with making an appropriate training choice, to register participants for approved training programs, to explain the DWAC role in the training process, to address particpant needs and concerns, and/or to refer participants to a more appropriate service agency.

TRAINING - JOLIET JUNIOR COLLEGE: This service is designed to provide participants with educational and vocational training in their choice of careers. The DWAC pays for tuition, fees and books for participants placed into DWAC approved training programs. Training programs may either be short-term or long-term depending on JJC curriculum requirements for a given vocational area. DWAC participants are integrated into the regular student population in JJC classes and must meet the same academic requirements set by the College for all students.

B5. SYNOPSIS OF AVAILABLE SERVICES

SUPPORT SERVICES:

Definition of: Support services are those optional services which are designed to contribute to a participant's finding success in reaching his/her goals. Additionally, support services aid the participant in optimizing their experiences within the structure of the DWAC program. These services provide in-depth individualized attention to any participant in dealing with the psychological, emotional or financial impact of dislocation. The subjective intent of Support Services is to assist each participant in acquiring, maintaining or building upon apporpriate self-esteem attitudes that will serve as a basis for success not only while in the DWAC program but long after they move forward into other life choices. The optional support services include: Personal Counseling, Vocational/Job Counseling, Financial Aid Counseling, Child Care Assistance and Transportation Assistance.

C. SYNOPSIS OF ANCILLARY PROGRAMS

Definition of: Ancillary Programs are those programs designed to provide applicants or participants with expanded service opportunities which the DWAC is not empowered to provide. These ancillary programs include: Prairie State 2000, Entrepreneurship Services Center, Small Business Development Center and the Will County Private Industry Council.

PRAIRIE STATE 2000 - is an individual grant resource designed to pay 100% of training costs including tuition, fees and books for unemployed individuals who have documented proof of at least 3-10 years of employment for an Illinois Unemployment Insurance covered employer. This grant also provides 50% of above cited costs for persons who are full-time or part-time employed, providing the present employer pays into the Illinois Unemployment Insurance fund.

ENTREPRENUERSHIP SERVICES CENTER (ESC) - is a comprehensive education and training program for residents within the Joliet Junior College School District. The goal of the ESC is to turn dreams of small businesses into reality. The ESC provides appropriate assessment, training, start-up and on-going support services to help potential entrepreneurs own and operate successful small businesses. For unemployed and low income individuals 100% tuition assistance is available.

SMALL BUSINESS DEVELOPMENT CENTER (SBDC) - The Center advises small business persons, free of charge, on business planning, loan packaging, marketing and other business needs. The Center also sponsors low-cost workshops for those seeking information or inexpensive advice from experts in banking, law, accounting and other areas.

WILL COUNTY PRIVATE INDUSTRY COUNCIL (PIC) - PIC Is a JTPA Title II program that offers similar services to those provided by the DWAC. Those services include training and on job placement. Individuals must meet income eligibility guidelines. Those individuals who do not meet the eligibility requirements under Title II can then make application for Dislocated Worker Assistance Center services.

VI.

APPENDIX

ILLINOIS JTPA TITLE III

ELIGIBILITY CRITERIA FOR DISLOCATED WORKERS

ELIGIBILITY CRITERIA FOR JTPA TITLE III

1) To be eligible under Section 301 (a) (A) applicants must:

have been terminated or laid off or have received a notice of termination or lay-off from employment within five (5) years preceding application; and,

be eligible for or have exhausted their entitlement to unemployment compensation as determined by the Illinois Department of Employment Security; and,

have been employed in an occupation or series of occupations with the same employer for at least three years and have either been terminated or laid off from that occupation within the five (5) years preceding application or have received notice of impending lay-off termination; and,

i) the occupation(s) which meets the criteria specified in the paragraph above must have a projected rate of employment growth as specified in the Occupational Employment Statistics of the Illinois Department of Employment Security that is less than the overall projected rate of employment growth for the state; of SDA/SSA, or,

ii) The applicant must have been unemployed for at least 26 weeks and have completed one month of documented job search through the Job Service.

2) To be eligible under Section 301 (a) (B), applicants must have been terminated or received a notice of termination of employment, as a result of any permanent closure of or any substantial layoff at a plant, facility or enterprise within the five (5) years preceding application.

"Substantial layoff" means any reduction-in-force which is not the result of a plant closing and which results in an employment loss at a single site of employment during any 30-day period for:

i) at least 33 percent of the employees (excluding employees regularly working less than 20 hour per week); or,

ii) at least 50 employees (excluding employees regularly working less than 20 hours per week); or,

iii) at least 500 employees (excluding employees regularly working less than 20 hours per week).

3) To be eligible under Section 301 (a) (C), applicants must:

have been unemployed for 15 or more of the 20 weeks prior to application; and, have been employed in an occupation or series of occupations with the same employer for at least three years and have been terminated or laid off from that occupation within the five (5) years preceding application; and either,

i) the occupation(s) which meet the criteria specified in the paragraph above must have a projected rate of employment growth as specified in the Occupations Employment Statistics of the Illinois Department of Emplyment Security that is less than the overall projected rate of employment growth for the state; of SDA/SSA, or,

ii) the applicant must have been unemployed for 26 weeks and have completed one month of documented job search through the Job Service.

4) Eligibility under Section 301 (a)(D) is limited to applicants who were:

a) Self-employed and are presently unemployed because of natural disasters, i.e., hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruptions, landslides, mudslides, snow storm, drought, fire, explosion, or other catastrophe, or;

b) Self-employed and are presently unemployed as a result of general economic conditions in

the community in which they reside to include:

i) Failure of one or more businesses to which the self-employed individual supplied a substantial proportion of products or services;

ii) Large scale layoff(s) from, or permanent closure(s) of, one or more plants or facilities that support a significant portion of the State or local economy;

iii) Depressed price(s) or market(s) for the article(s) produced by the self-employed individual;

iv) Levels of unemployment in the local areas that meet or exceed national percentages; and/or,

v) Self-employed farmers, ranchers, professions, independant tradespeople and other business persons formerly self-employed but presently unemployed who are in the process of going out of business, if the farm, ranch, or business operations are likely to terminate as evidenced by one or more of the following events or circumstances:

(a) The issuance of a notice of foreclosure or intent to foreclose;
(b) The failure of the farm, ranch or business to return a profit during the preceding 12 months;
(c) The entry of the self-employed individual into bankruptcy proceedings;
(d) The inability to make payments on loans issued by tangible business assets;
(e) The inability to obtain capital necessary to continue operations;
(f) A debt to asset ratio sufficiently high to be indicative of the likely insolvency of the farm, ranch or business.

vi) Family members of those identified above to the extent that their contribution to the farm, ranch or business constitutes a minimum of 1 year full-time work in the farm, ranch or business.

5) Eligibility under JTPA Section 301 (a)(2) is limited to applicants who meet the definition noted below of a displaced homemaker.

The term "displaced homemaker" means an individual who:

i) was a full-time homemaker for a substantial number of years; (at least five years) and (full-time is defined as worked primarily in the home providing unpaid household services for family members) and;

ii) derived the substantial (majority) share of his or her support from a spouse and no longer receives such support due to the death, divorce, permanent disability of, or permanent separation from the spouse; or,

iii) public assistance on account of dependents in the home and no longer receive such support.

SELECTION: Since there are more eligible displaced workers than the Center can serve, a selection process for choosing participants has been developed by the DWAC's Community Task Force.

Listed below is the priority selection process by which applicants are chosen for the DWAC program. This selection process is based upon the five (5) eligibility criteria listed above.

Priority 1: Criteria 1 or 2 or 4 with an established work history.

Priority 2: Criteria 3 with an established work history.

Priority 3: Criteria 2 or 4 without an established work history.

Priority 4: Criteria 1 or 3 without an established work history.

Priority 5: Criteria 5 with services to be provided under the 5% or10% window per JTPA policy.

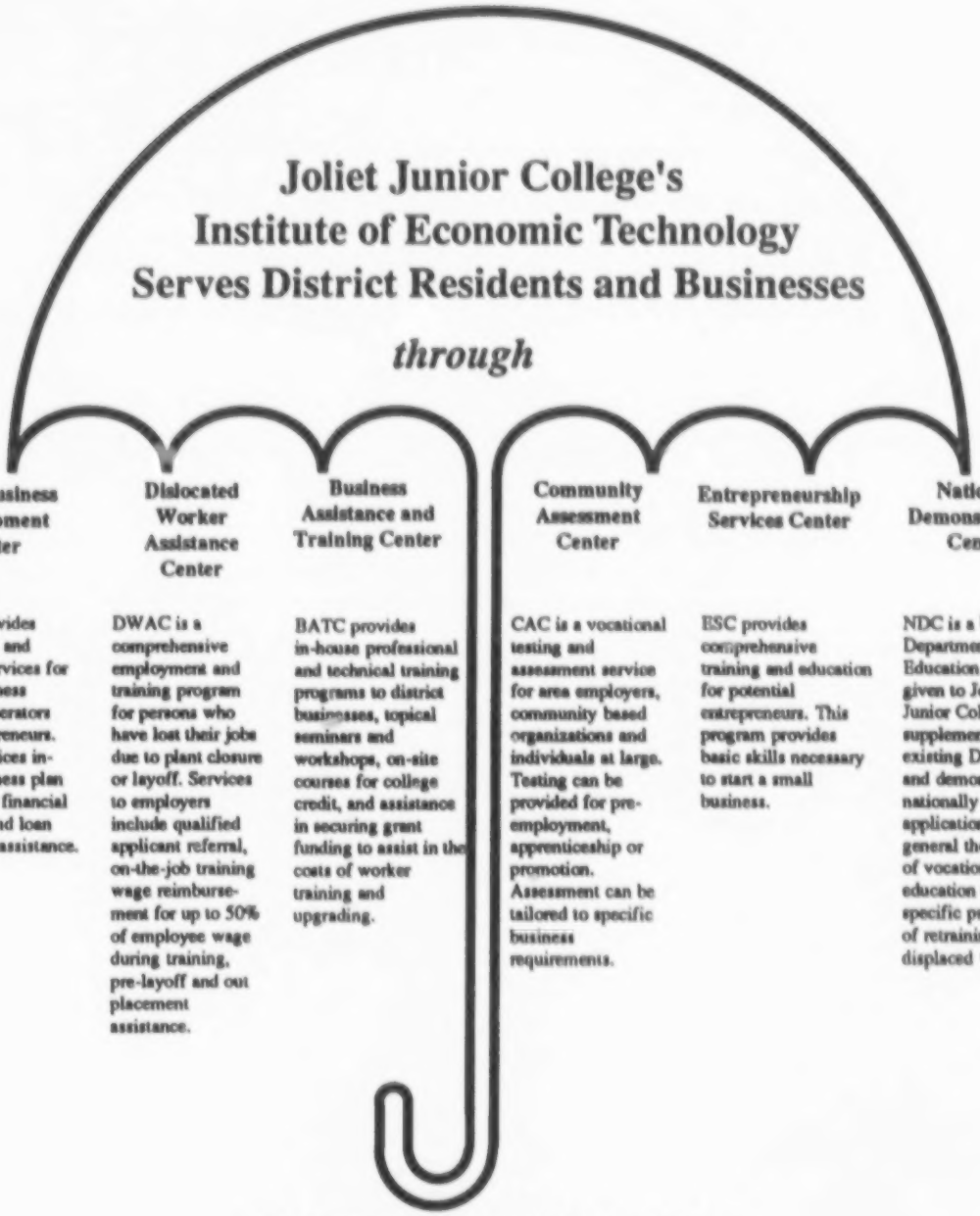
NATIONAL DEMONSTRATION CENTER

FOR THE RETRAINING OF DISLOCATED WORKERS

Joliet Junior College ● U. S. Department of Education

Joliet Junior College's Institute of Economic Technology Serves District Residents and Businesses

through



Small Business Development Center

SBDC provides counseling and training services for small business owners, operators and entrepreneurs. These services include business plan assistance, financial planning and loan packaging assistance.

Dislocated Worker Assistance Center

DWAC is a comprehensive employment and training program for persons who have lost their jobs due to plant closure or layoff. Services to employers include qualified applicant referral, on-the-job training wage reimbursement for up to 50% of employee wage during training, pre-layoff and out placement assistance.

Business Assistance and Training Center

BATC provides in-house professional and technical training programs to district businesses, topical seminars and workshops, on-site courses for college credit, and assistance in securing grant funding to assist in the costs of worker training and upgrading.

Community Assessment Center

CAC is a vocational testing and assessment service for area employers, community based organizations and individuals at large. Testing can be provided for pre-employment, apprenticeship or promotion. Assessment can be tailored to specific business requirements.

Entrepreneurship Services Center

ESC provides comprehensive training and education for potential entrepreneurs. This program provides basic skills necessary to start a small business.

National Demonstration Center

NDC is a U.S. Department of Education award given to Joliet Junior College to supplement its existing DWAC and demonstrate nationally the application of general theories of vocational education to the specific problems of retraining displaced workers.

The Institute of Economic Technology ...
For additional information regarding IET services, contact:

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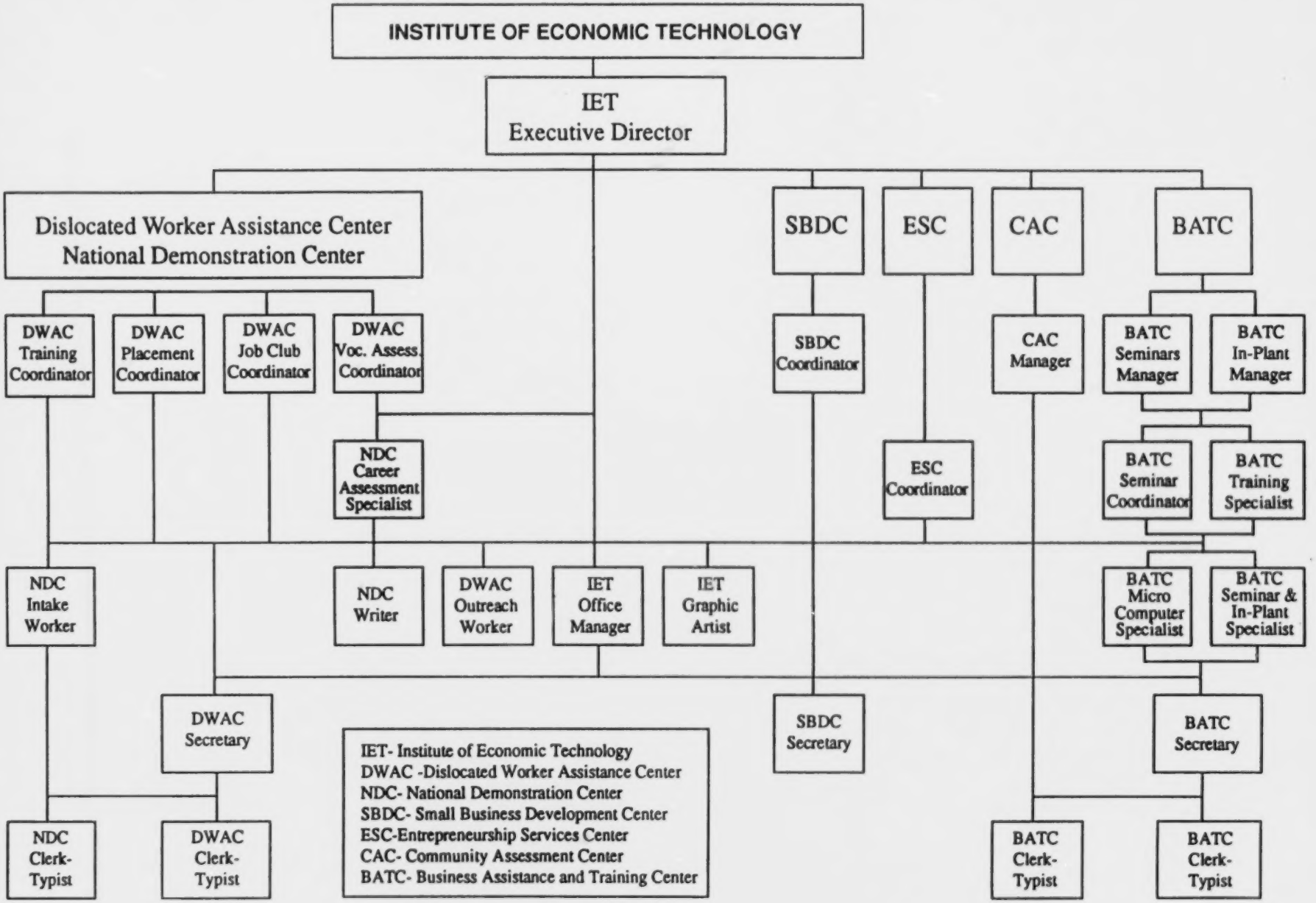
INSTITUTE OF ECONOMIC TECHNOLOGY
IET
Executive Director
Dislocated Worker Assistance Center
National Demonstration Center
SBDC
ESC
CAC
BATC
DWAC
Training
Coordinator
DWAC
Placement
Coordinator
DWAC
Job Club
Coordinator
DWAC
Voc. Assess.
Coordinator
SBDC
Coordinator
CAC
Manager
BATC
Seminars
Manager
BATC
In-Plant
Manager
NDC
Career
Assessment
Specialist
ESC
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IET- Institute of Economic Technology
DWAC -Dislocated Worker Assistance Center
NDC- National Demonstration Center
SBDC- Small Business Development Center
ESC-Entrepreneurship Services Center
CAC- Community Assessment Center
BATC- Business Assistance and Training Center

INSTITUTE OF ECONOMIC TECHNOLOGY

The Institute of Economic Technology (IET) is the umbrella department within Joliet Junior College responsible for the wide array of economic development programs that relate to the individual and human resource development needs of district residents and businesses.

The IET combines the college's Business Assistance and Training Center, Dislocated Worker Assistance Center, National Demonstration Center for the Retraining of Dislocated Workers, Small Business Development Center, Entrepreneurship Services Center and Community Assessment Center into a coordinated and comprehensive economic development service. This approach enables Joliet Junior College to maximize its employment and training resources, strengthen existing partnerships, foster new collaboration activities and contribute to the collective vision of meeting the needs for a technologically trained workforce.

The major goal of the IET is to effectively service the economic development needs within the college's district. Its bottom line is the creation and retention of jobs. Accomplishment of this goal is achieved by:

(1) Being an equal partner in the revitalization of local economies by tying education, training and employee development to economic development.

(2) Creating and strengthening linkages between and among commerce, industry, education, labor, government and community organizations.

(3) Assisting local businesses in adjusting to and implementing new technology and management practices to meet the changing workplace requirements of a global economy.

(4) Constantly retraining and updating the area workforce to meet the job skill needs of existing and new businesses.

(5) Developing the spirit of entrepreneurship through small business growth, innovation and increased productivity.

(6) Serving as the primary provider and broker of employment and training services for this geographic area.

The IET provides the full range of economic development services related to the individual and human resource development needs of district businesses and residents. The scope and depth of these services can best be shown through a description of its six operating divisions.

- The Business Assistance and Training Center (BATC) is a multi-dimensional contract training vendor of professional and technical training services for businesses within the college's district.

- The Dislocated Workers Assistance Program (DWAC) is a comprehensive employment and training program for individuals who have lost their jobs through plant closure, mass layoff or changes in technology in the workplace.

- The Small Business Development Center (SBDC) is a comprehensive counseling and training service for small business owners and women entrepreneurs specializing in business plan development and loan packaging.

- The Entrepreneurship Services Center (ESC) is a comprehensive entrepreneurship education and training program designed to assist low-income and unemployed individuals start their own small business.

- The Community Assessment Center (CAC) is a multi-directional vocational assessment and testing service for area employers, community based organizations and residents at large to determine an individual's potential to pursue specific educational and job training/retraining programs.

- The National Demonstration Center (NDC) for the Retraining of Dislocated Workers is a U.S. Department of Education project designed to demonstrate the application of vocational education to the specific problems of retraining displaced workers.

The IET is a unit of the Joliet Junior College's Community Services and Continuing Education Program and is located at the Louis Joliet Renaissance Center in downtown Joliet. For additional information, contact:

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SMALL BUSINESS DEVELOPMENT CENTER

The Small Business Development Center (SBDC) is a comprehensive counseling and training service for small business owners, operators and entrepreneurs. The SBDC is designed to broker, coordinate and deliver management assistance to small businesses. The focus is to provide indepth, quality assistance in all areas which promote small business growth, expansion, innovation, increased productivity and management improvement.

The SBDC also serves as a satellite center for the Womens' Business Development Center in Chicago through a national grant they received. This enables our SBDC to expand its services to women entrepreneurs in this area. Besides targeted workshops and a womens' referral network, financial assistance for private sector consulting is also available.

The services of the SBDC are tailored to meet the local needs of small businesses and potential small business owners. The primary services of the SBDC include the following:

- Personalized and one-to-one counseling in business planning, loan packaging, management, marketing and a variety of other areas that require specialized expertise.
- Serving as the focal point for linking the resources of federal, state and local governments with those of colleges, universities and the private secotor.
- Co-sponsoring clinics and workshops in business management, financing, legal concerns, the use of personal computers in small business and other subjects.
- Acting as a referral mechanism to private businesses and consultants, trade associations, chambers of commerce, local SCORE chapters, technology transfer agents, information specialists, economic development groups and other service providers.
- Serving as the liaison to financial institutions and other funding sources.
- Technical assistance in the development of a business plan.
- Follow-up and on-going operational support.

The SBDC will evaluate your business needs, provide general business plan assistance, review commercial and government loan packages and assist small businesses in finding the experts their company needs.

Any existing or potential business owner within the college's district that meets the Small Business Administration's size standard (less than 500 employees) is eligible for SBDC assistance and may receive assistance based on resources available to the SBDC. Direct services of the SBDC (counseling, information dissemination and referral) are free of charge.

The SBDC specializes in business plan development and loan packaging. A sliding scale fee is charged for these services. A *Business Planning Guide* is also available for $25.00 to individuals wanting to construct their own business plan and financial proposal.

A video library for small business owners is also maintained by the SBDC. This collection of audio and video tapes is available through a rental fee of $5.00 per tape or an unlimited usage plan through an individual membership of $100.00 per year.

Information and referral is also available on international trade, importing and exporting, technology transfer and application implementation, procurement assistance, employee training, and state and federal resources available through the Illinois Department of Commerce and Community Affairs and the U.S. Small Business Administration.

The SBDC is a division of the college's Institute of Economic Technology and is located at the Louis Joliet Renaissance Center in downtown Joliet. For additional information, contact:

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DISLOCATED WORKER ASSISTANCE CENTER

The Dislocated Worker Assistance Center (DWAC) is a comprehensive employment and training program for dislocated workers. A dislocated worker is an individual with an established work record who has lost their job through no fault of their own because of layoff, plant closure or changes in technology in the workplace. The goal of the DWAC is to return dislocated workers back to the workforce with the skills necessary for today's jobs.

The DWAC provides a variety of services designed to match an employer's immediate and developing workforce needs with the skills of the dislocated worker.

The primary services to employers include the following:

- Providing employers with a viable pool of qualified job applicants trained or retrained in a variety of occupational areas.
- Prescreening job candidates prior to referral to ensure applicants meet employer job requirements.
- Developing customized classroom training programs prior to actual employment.
- Utilizing on-the-job training monies to reimburse employers 50 percent of the hourly wages paid to OJT participants.
- Assisting employers in accessing other grant and incentive programs.

Any employer can receive assistance in finding the right person to fit their needs. All services of the DWAC are provided free of charge and on a personalized and professional basis. The DWAC screens and refers participants. The employer selects and hires the participants.

The primary services to eligible participants include the following:

- Vocational and job readiness assessment.
- Career counseling and support services assistance.
- Training or retraining in a variety of occupational areas.
- Job search and job placement assistance.
- Outreach and coordination with community based organizations and state agencies.

Dislocated workers seeking additional information or wanting to make application for the program must first attend an informational session. These sessions are held every Monday at 10:00 a.m. in Room 320 at the Renaissance Center.

Our DWAC has been rated as an exemplary center by the U. S. General Accounting Office and has now received a national award from the U. S. Department of Education to serve as a National Demonstration Center for the Retraining of Dislocated Workers. The National League of Cities and the National Conference of State Legislatures have also recognized the exemplary status of our DWAC.

The DWAC is a division of the college's Institute of Economic Technology and is located at the Louis Joliet Renaissance Center in downtown Joliet. For additional information contact:

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Training Coordinator
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BUSINESS ASSISTANCE AND TRAINING CENTER

The Business Assistance and Training Center (BATC) is a professional and technical training service for businesses within the college's district. The BATC provides job training and employee upgrading programs for new and mature businesses. The BATC also acts as the liaison or contact office between the business community and the college's instructional departments.

The services of the BATC are comprehensive in scope and can be customized to meet specific employer needs and company training goals. The BATC's primary services include the following:

- On-site training through custom designed training programs in both technical and management topics.
- On-site training through regular college credit classes and programs.
- Specialized «short term» training programs at a number of instructional sites in a variety of manufacturing, maintenance and high-tech areas.
- Seminars and workshops on relevant and current topics that address specific skill training competencies.
- Technology transfer.
- Microcomputer training in the latest software packages taught either on-site or in our newly equipped IBM microcomputer lab.
- A cadre of training consultants in Statistical Process Control, (SPC), Just in Time (JITS), Material Requirement Planning (MRP).
- American Management Association's management program and its expanded certificate counterpart through the Three Rivers Manufacturers' Association.
- Apprenticeship training, coordination and implementation.
- Training needs assessment in both technical and management areas.
- American Production and Inventory Control Society Certification Program, (APICS).
- BOCA-Building Officials and Code Administrators International Residential Inspector Training Program.

The BATC provides quality and economical programs staffed by qualified instructors and trainers chosen for their proven knowledge in their fields and their ability to get results. A directory of the training courses and programs offered by the BATC and a mailing service to keep selected individuals appraised of BATC offerings in their areas are available upon request.

Our company-specific training programs stress a cooperative effort between the company and the college in assessment analysis and training strategies. This results in task-oriented, competency based training packages complete with measurable outcomes. The National League of Cities recognized the BATC's efforts in development of existing industrial businesses as one of five national case studies in their book, *Economic Development: What Works at the Local Level.*

In addition, the BATC will bring college credit courses on-site scheduled for the convenience of employees and the companies production schedules. Sequential scheduling of courses can be arranged to provide employees the opportunity to complete certificate or degree programs.

The BATC also aids district employers in accessing and packaging grant programs available to fund short-term training programs for new or expanding businesses or for companies where loss of business can mean loss of jobs.

The BATC is a division of the college's Institute of Economic Technology and is located at the Louis Joliet Renaissance Center in downtown Joliet. For more information, contact:

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COMMUNITY ASSESSMENT CENTER

The Community Assessment Center (CAC) is a multi-assessment and testing service for area employers, community based organizations and residents at large. Its primary focus is to provide appropriate assessment and vocational guidance services to determine an individual's potential to pursue specific educational and job training/retraining programs in response to changing economic trends and career expectations.

The CAC also serves as the liaison office for all activities regarding womens' issues. Its Women's Programs are a network of services for women who are returning to the workplace, to school or who are experiencing any changes which would alter their lifestyles. Unique services are provided for "Working Mothers."

The CAC tailors its services to meet the unique needs of local industries, private attorneys, insurance companies, social service agencies, rehabilitation clients, employed and unemployed individuals and students of all ages. Assessment, ancillary and follow-up services are the primary services provided by the CAC. The services offered include:

General & Vocational Assessment

- ability and aptitude testing
- interest inventories
- fine and gross dexterity testing
- academic achievement testing
- written report of assessment findings

Industrial Consulting

- job/task analysis
- specialized testing for training and apprenticeship programs
- injury and rehabilitation assessment
- customized training

Employee Development

- career exploration
- occupational awareness
- occupational survival skills training
- job seeking skills assessment
- job seeking skills training
- individualized career guidance

Classroom Training

- college credit programs
- specialized short-term training
- up to $2000 training grants for eligible unemployed participants
- up to $1000 training grants for eligible employed participants

The CAC is also the regional intake Center for the Prairie State 2000 Authority's Individual Training Assistance Program. Training awards limited to $2000 are available to eligible unemployed participants and $1000 limit awards are available to eligible employed participants. Awards subsidize tuition, fees, books and other related training costs. Career assessment and job placement assistance are also provided.

The CAC utilizes a full range of assessment techniques and instruments. The techniques and instruments selected are based upon the population group to be assessed and the reason for the assessment. The techniques generally utilized include small-group testing with intermittent specialized tests as needed. A variety of paper and pencil, psychometric and work sample assessment tools are available. Traditional instruments such as the General Aptitude Test Battery (GATB) as well as microcomputer assessment programs are among the resources available. The specific assessment techniques and instruments selected are recommended by the CAC based upon the objectives and needs for assessment.

Selective vocational assessment and testing services can be done on-site. Referral and other support services are also provided through a network of professional consultants in social work, industrial relations, family counseling and rehabilitation counseling.

The CAC is a division of the college's Institute of Economic Technology and is located at the Louis Joliet Renaissance Center in downtown Joliet. For additional information, contact:

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ENTREPRENEURSHIP SERVICES CENTER

The Entrepreneurship Services Center (ESC) is a comprehensive entrepreneurship education and training program for low-income and unemployed individuals. The goal of the ESC is to turn dreams of small business ownership into reality. The ESC provides appropriate assessment, training, start-up and on-going support services to help potential entrepreneurs own and operate a successful small business.

The services of ESC are designed to move eligible participants through each of the different stages of the entrepreneurship process. The primary services of the ESC include the following:

- A self-employment assessment ...is a small business for you?
- An assessment of your small business idea or dream.
- Individual counseling, classroom training and peer support groups.
- Management development and small business related seminars and courses.
- Technical assistance in securing appropriate financing.
- Development of a viable business plan for the formation of the new business.
- Actual business start-up and follow-up assistance.

Our entrepreneurship education and training program consists of four phases with appropriate local and state resources integrated into the overall design. The four phases are: (1) Recruitment; (2) Screening and selection; (3) Training; and (4) Start-up and on-going support.

The recruitment phase consists of two functions: referral and marketing. The screening and selection phase consists of assessment and testing through a variety of instruments and techniques. The training phase consists of three stages: pre-entrepreneurship training, entrepreneurship training and post-entrepreneurship training. The start-up and on-going support phase consists of two parts: acquisition of financing and operational support.

The core component is an eight week, ninety-six hour training course. This course consists of established benchmarks and checklists of competencies needed by successful entrepreneurs. The end result of this course is the development of a business plan. There are also a number of ancillary components, such as workshops and peer support groups, that help potential entrepreneurs develop the general business skills essential for starting and operating a small business. Follow-up management assistance is also provided to help a new small business stay in business.

A specialized writing skills training program that focuses on a participant's own business plan is an additional service. This training component not only helps participants improve their writing skills, but also provides assistance in learning word processing through our microcomputer laboratory.

Follow-up management assistance is additionally provided to help small businesses stay in business. A Service Incubator has been created within the building with reduced rental rates for entrepreneurship graduates. Technical and support services are ongoing services.

The ESC is targeted to assist low-income, unemployed and underemployed individuals. Full tuition reimbursement is available to eligible individuals. Informational and eligiblity determination sessions are held at scheduled times throughout the year.

The ESC is a division of the college's Institute of Economic Technology and is located at the Louis Joliet Renaissance Center in downtown Joliet. For additional information, contact:

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NATIONAL DEMONSTRATION CENTER

The intent of this project is to establish a National Demonstration Center for the Retraining of Dislocated Workers at Joliet Junior College. The purpose of the Center will be to demonstrate the application of general theories of vocational education to the specific problems of retraining displaced workers.

A special focus of this project will be an analysis of the basic skills needs of hard-to-recruit dislocated workers.

Accomplishment of this goal will be achieved by utilizing Joliet Junior College's exemplary Dislocated Worker Assistance Center as a solid base from which to expand retraining programs, disseminate information, enhance recruitment and outreach activities, seek additional resources, and assist others in the establishment of additional centers.

The key objectives of the National Demonstration Center are as follows:

(1) utilize the resources of the demonstration grant to research, evaluate, and strengthen our existing dislocated worker center's programs and services as it evolves to meet the changing needs of displaced workers;

(2) follow through on our initiative to employ an Outreach Worker for the purpose of recruiting dislocated workers unaware of or reluctant to take advantage of the retraining options offered;

(3) develop descriptive materials on each of the various components of our dislocated worker program, the retraining of dislocated workers as an economic development tool, and the application of general theories of vocational education to the specific problems of retraining displaced workers as compared to our experience as a successful practitioner;

(4) establish a national advisory committee to provide guidance, direction, and articulation regarding the demonstration and dissemination efforts of the project;

(5) provide consultative services to assist others in adapting/adopting and successfully implementing the methods and techniques utilized by the project;

(6) publicize and disseminate the methods, techniques, activities, findings and materials developed by the project at the local, state, and national level.

Linking this summary of key objectives with a comprehensive operation, evaluation, and dissemination plan will enable Joliet Junior College to establish and operate a model program for the retraining of dislocated workers.

The proposed dates for this project will be January 1, 1990 to December 31, 1991.

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